

STATE ADVISORY COUNCIL ON AGING
March 15, 2018
Ramada Lansing Hotel and Conference Center
7501 W. Saginaw Hwy., Lansing, MI 48917

MINUTES

Call to Order: Commissioner Kristie Zamora, State Advisory Commission on Aging (SAC) Chair called the meeting to order at 9:33 a.m. and welcomed all.

Pledge of Allegiance—SAC Member, Susan Vick lead the Pledge of Allegiance.

Roll Call: Kelly Cooper called roll and a quorum was present.

Present: Commissioner Kristie Zamora, State Advisory Council on Aging Chairperson, Wendy White, SAC Vice Chairperson, Edna Albert, Alan Bond, Dennis Brieske, Dave Caudle, Charles Corwin, Sara Damiano, Sandra Falk-Michaels, Audra Frye, Debra Johnson, Victoria Laupp, Kirk Lewis, Nicolette McClure, Gerald McCole, Patricia Rencher, Donald Ryan, Gary Scholten, Joseph Sowmick, Joseph Sucher, Teresa Vear, Jo Ver Beek, Susan Vick, Lillie Williams-Grays; Kathleen Williams-Newell, Karen Wintringham, Daniel Young, and Ex-Officio Member: Robyn Ford

Excused: Mary Jones, Angela Perone, Elizabeth Thompson, and Julie Wetherby

Absent: Mary Engelman, Ex Officio Member, and John Zimmerman

Resigned: Bozena Bienias effective January 5, 2018, and Roy Pentilla effective March 12, 2018

Guest Commissioners: John Briggs and Kathleen LaTosch

Guests: Joyce Ryan

Aging and Adult Services Agency (AASA) Staff present: Richard Kline, Kelly Cooper, Phil Lewis, Lauren Swanson-Aprill, and Scott Wamsley

Welcome and Introductions: Chairperson Zamora

Recommended Actions:

Approval of the Agenda: Teresa Vear moved acceptance of the agenda and Nicolette McClure seconded the motion. The SAC unanimously approved the agenda as presented.

Approval of the Minutes: Gerald McCole moved to accept the October 26, 2017, minutes and Kathleen Williams-Newell seconded. The SAC unanimously approved the October 26, 2017, minutes.

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Council Chair Report: **Chair Zamora** introduced Commissioners Briggs and LaTosch and thanked them for taking part in the SAC meeting and for sharing their reports.

Commission on Services to the Aging (CSA) Update: **Commissioner John Briggs** shared that the CSA did not meet in November. During the December, January, and February meetings, the CSA focused on reviewing the Intrastate Funding Formula (IFF). Every five years the CSA reviews changes in the funding formula to determine how federal and state funding will affect the distribution of funds. The CSA formed a committee that is reviewing the IFF and looking at the challenges. A major challenge is that the aging population is growing every year and the funding is not keeping pace with the growth. In addition to receiving information from AASA staff about the IFF, the CSA also plans to seek input from the Area Agency on Aging Association.

CSA Advocacy Committee Update: **Commissioner Kathleen LaTosch**

Commissioner LaTosch reported on the progress of the CSA's Advocacy Committee and their priorities. She shared that the CSA visits various area agency on aging (AAA) regions each year to learn about the supports and services provided to older adults and to hold public hearings to ask for input. Every year, the CSA also reviews the 16 AAA regions' area implementation plans, that are based on each region's multi-year plan (three years), to learn about progress and to hear the challenges and barriers of each region to get a state-wide picture. The CSA is interested in knowing what the commonalities and patterns are between the regions. The CSA's yearly reviews have served as the catalyst for change.

Commissioner Murray-Brown leads the committee, which includes Commissioners Ilardo, Mast, Newsome, and LaTosch. Commissioner LaTosch thanked Phil Lewis, who provides support, reviews data to show the AAA regions and aging networks' supports and service patterns and participates in all CSA Advocacy meetings.

The committee and the CSA believe it is important to establish strong values to guide them and distributed two documents the CSA has adopted about this: *Final Draft—Commission on Services to the Aging Public Policy and Advocacy Guiding Principles* and the *CSA Legislative Agenda*.

"The CSA's Advocacy Committee Charge: Provide clarity and structure to the advocacy efforts of the CSA and to complete due diligence on policy issues impacting older adults in Michigan.

Values and Guiding Principles: The Older Michiganians Act serves as a guide for the advocacy work of the committee along with the following values and principles.

- **Learning** – The CSA Advocacy Committee prioritizes the deep understanding of the landscape, issues, and opportunities for older adults. It will use data,

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research, and anecdotes from the field to gain useful and working knowledge to support the advocacy work of the commission.

- Action-oriented – In accordance with the CSA mission and the Older Michiganians Act, the CSA Advocacy Committee will foster both proactive and reactive measures in support of the advocacy work of the commission.

Guiding Principles:

- The public policy and advocacy work must directly or predominantly impact seniors.
- The public policy and advocacy work must address issues that have broad impact and/or implications in all geographies across Michigan.”

Nicolette McClure asked, “What brought us to the second guiding principle?” Commissioner LaTosch explained that they do issue support in cases like the Flint water crisis, which was geographically specific, but could happen to any senior in any area and could apply anywhere at any time.

Joseph Sucher asked if, in coming up with principles, did they look at the Older American’s Act? Commissioner LaTosch said that they did. She will also take his suggestion back to the CSA Advocacy Committee to review.

Lauren Swanson-Aprill shared that the SAC adopted the CSA’s Public Policy and Advocacy Guiding Principles during their June 2017 meeting.

The CSA Advocacy Committee is dividing the CSA’s four key issue areas between members to study. The four issue areas are transportation, direct care workers, elder abuse, neglect and exploitation, and waiting lists for home-delivered meals and in-home services. They are also looking at where there can be a greater impact. If there are organizations looking at the same issues, they will study how the committee can also tie in with those and not reinvent the wheel. Combining efforts with those who are already working on issues and researching them will be more timely and important in the advocacy efforts.

Discussion ensued with members encouraging visits to legislators to promote continued support of older adults to live in their communities as independently as possible and with supports as needed. Commissioner LaTosch said that would be one of the strategies of the advocacy group to continue keeping legislators informed about current aging trends. Joseph Sucher shared that the Michigan Senior Advocates Council (MSAC) meets monthly with legislators about aging issues in their local regions. He explained that the best way to share information is face-to-face especially during local town hall meetings. Nicolette McClure added that recently children have taught us how effective going out into the community sharing their opinions has been and having their voices heard. Charles Corwin doesn’t understand the waiting lists and asked what gets in the way of providing meals to seniors. Many SAC members offered that money and volunteers were the primary concerns and challenges.

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Commissioner LaTosch introduced Phil Lewis, AASA Public Affairs Specialist, who spoke about his role in keeping the CSA Advocacy Committee informed about important aging-related issues.

Next Steps: Commissioner LaTosch said that now that the CSA has established priorities, the CSA Advocacy Committee needs to gather information and make recommendations. The CSA is looking for four SAC members to pair with an advocacy member to research one of the four key CSA issue areas and perhaps they could meet at the Joint CSA/SAC meeting in April. Lauren shared that four SAC members have already volunteered to work with the CSA Advocacy Committee: Elizabeth Thompson, Don Ryan, Joseph Sucher, and Debra Johnson. Commissioner LaTosch said they will first be working with the learning aspect of the CSA's Guiding Principles to explore next steps regarding the identified issues.

Teresa Vear shared that the Silver Key Coalition has data and in-depth reports that would be useful especially about caregivers and transportation issues. Commissioner LaTosch agreed that they will review those reports, reports from AASA and the SAC, as well as information others have gathered and then, pull it all together--they won't be reinventing the wheel. Patricia Rencher shared that the multi-year AAA regional plans also have very good information.

AASA Senior Deputy Director's Report: Richard Kline

Richard said that he first wanted to say that it heartens him to see the advocacy work and to see things coming together. It is a very important area. In working around the state, there's so much that can be done locally, the power is in grassroots advocacy.

He shared that we are now into the "budget season". Departments and the Aging and Adult Services Agency presented their budgets to both the House and Senate. There was much testimony from our aging network partners at those meetings with positive testimony.

Annual implementation plans are starting to take effect and our local aging networks are in the planning stage. He believes that the key to the success of AASA is in the unique decentralization approach in which it is the power of the local planning that drives the area plans. Solving the needs in the local communities is very complex and there is not just one answer. That's why the SAC and the Direct Care Report from 2016 is still impacting and resonating with the aging network. Director Kline commended the SAC for the work on their current CSA charge--volunteerism.

A challenge the aging network is having is that 22% of the population in Michigan is over 60 and it is the fastest growing group. There are 50,000 people per year falling into the 60+ age group.

One charge by the Legislature is having Medicaid look into a managed care model for MI Choice Waiver participants receiving long-term care supports and services. He said

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we are still looking at what would work here. There are 22 states that currently use this approach. There is still a big question mark about this. We need a solution-oriented approach and there are many things to explore and consider. AASA is working closely with network directors and Medicaid to research the issues. The only directive Medicaid has for now is to do the research. AASA is trying to research what questions need to be asked with regard to this issue.

Patricia Rencher asked if there was a way to make the SAC committee aware of stakeholder meetings with Medicaid. Kathleen Williams-Newell asked how soon they will be having the meetings. Director Kline said he will look into both questions and get back with the SAC. (Please note: It was determined after the meeting that the stakeholder meetings have already been held. AASA will let the SAC know if any other stakeholder meetings are being held.)

Business Items:

Vetting Workgroup Report & Application Review: Vice Chair, Wendy White and Lauren Swanson-Aprill, SAC Lead

Wendy shared that about a year ago the SAC formed a vetting workgroup to better communicate the duties of SAC members. They wanted to be sure that applicants are fully aware of the duties. Teresa Vear, Patricia Rencher, Wendy White, and Roy Pentilla held several conference calls to develop interview questions. The workgroup decided that job interview questions weren't necessarily the best approach. They don't want applicants to think of serving on the SAC as a job, but more of the volunteer opportunity that it is.

The workgroup's recommendations have been incorporated into the *SAC Member Duties and Application Instructions* and the application form. The idea of holding interviews will not be necessary. SAC members were sent the draft application for review and further suggested edits are being incorporated into the draft. Members will submit any other suggestions to Lauren ASAP.

Additionally, once finalized, the form will be placed onto the AASA website as a fillable form. Thanks to the workgroup's recommendations and the thorough review process, we anticipate using these documents for several years.

Nomination Process for Next SAC Vice Chairperson: Vice Chair, Wendy White

Wendy let members know that the election of the SAC Vice Chair position was to be held in June 2018 and she reviewed the SAC Vice Chair Application in the SAC meeting packet. Wendy encouraged anyone interested to apply and they would need to submit their bio/resume with it. Teresa Vear gave a shout out to Wendy as she tracked the hours spent as Vice Chair that she has been a wonderful Vice Chair. Wendy explained that she sits in on all conference calls and takes notes. Along with Lauren, the

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information from the meetings is distributed to the members. There is a minimum of four workgroup calls per month. The Vice Chair must attend the in-person SAC meetings. She said the position for her has been challenging yet very rewarding and enjoys seeing the big picture of the workgroups and how they tie together. Wendy highly recommended all who are interested to apply by April 1.

Joseph Sucher asked if the SAC Bylaws allow Wendy to apply again and if so, is she interested? Lauren explained that the SAC Bylaws are due to be updated; they were last updated in 2015. Currently, the Vice Chair is allowed two one-year terms. This can be changed in the Bylaws. The CSA could consider having the Vice Chair serve three one-year terms. The first year would be focused on learning the position, the second year the Vice Chair would complete the work in collaboration with the SAC Chair, SAC Lead and SAC members, and the third year the Vice Chair would mentor the new incoming vice chair. Wendy said she recommends two vice chairs. This gives one the opportunity to mentor as well as pass on experience.

Commissioner Zamora explained that the CSA has a SAC Applicant Review Committee. Commissioners Briggs, Strohl, and Zamora currently serve on it and they have asked for one more member. This committee will also review the SAC Bylaws making sure they are still appropriate. They will also review the SAC's volunteer handbook to be sure everything matches, etc.

Break and Photos of the SAC were taken for AASA and SAC publications.

Informational Items:

Changes in SAC Member Reimbursement Mileage /Overnight Stays: Kelly Cooper, Executive Secretary/SAC Support

Kelly shared with the group that in their folders, they would find the Travel Vouchers. Members should look over all items as the forms are new state forms. Once all items have been reviewed and changes made, members should initial where indicated, attach any receipts, and return it to the folder. She noted the state mileage reimbursement rate changed from \$.36 to \$.34.

Another notable change was that Richard Kline and Scott Wamsley approved overnight stays for those SAC members who live over 100 miles from Lansing on nights before the SAC meetings, which was appreciated by the SAC.

Appreciation: Lauren Swanson-April, SAC Lead

Lauren shared that Gloria Lanum, AASA Program Specialist who provided SAC support was unable to attend today's meeting unexpectedly. Lauren shared her appreciation of Gloria who provided support to the SAC over the past three plus years. Gloria organized and handled the mileage reimbursements for members and assisted with many tasks that supported the SAC's important work on behalf of older adults. She is a

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very caring colleague and went the extra mile to ensure that the paperwork was submitted properly for SAC members' mileage reimbursement. On behalf of AASA and the SAC, Gloria was thanked for all of her support and time over the years. Members signed a thank you card for her.

Previous SAC Report Follow-ups

Direct Care Worker Report: Lauren Swanson-Aprill, SAC Lead

Lauren shared a report about a current grant from the MI Health Endowment Fund being implemented by Michigan State University, AASA, Community Services Network and Master Lead Trainers to expand the Building Training...Building Quality™ (BTBQ™) training program. The goal is to continue trying to increase the number of well-trained and well-paid PCAs. This is the second year of working to build an infrastructure to support this goal—with the IMPART Alliance (Integrated Model Personal Assistant and Training partnership). They are focused on training BTBQ™ trainers in Detroit, Grand Ledge/Lansing, Midland, Traverse City, and the AAA Region 9 area. Nine trainers recently received BTBQ™ training at the end of March. A key to the new approach is that they are supporting home care agency staff to teach the BTBQ™ modules that their staff need the most with an overall goal of over time being able to provide the entire 77-hour, 22 module training to their PCAs. In order to continue working on this endeavor, they are also applying for other grants. The goal is to increase the number of trainers to train PCAs.

Creative Aging Report: Vice Chair, Wendy White

Wendy approached the Saginaw County Chief Administrative Officer (CAO) regarding an opportunity to share the work of the SAC and their latest Creative Aging Report. As a result, the CAO connected Wendy with the Saginaw County Commissioner who is also the Chair of their health and human services committee about sharing the SAC's Creative Aging Report with the Commission. In February, Wendy presented the report to the Commission as well as to their health department staff and the Saginaw County Commission on Aging for one-hour! Additionally, they also invited Wendy to speak at their annual meeting. She said there was great dialogue and they were very excited about the things we are doing.

Next, Wendy asked SAC members to share how they were continuing to share information about the SAC Creative Aging Report.

- Commissioner Zamora took 50 copies to the Troy Senior Expo.
- Kathleen Williams-Newell focused on sharing the report with soup kitchens and senior commissions in the Detroit area.
- Sandy Falk-Michaels, who recommended the SAC include a section about the need to update the activities and activity directors' rules for nursing homes and long-term care facilities in the report, shared that she is going to meet with one of the two Michigan area master trainers for The National Certification Council for Activity Professionals to share our report. She has shared the report with the 1C

Ombudsman shared the SAC report with the Department of Licensing and Regulatory Affairs workgroup on updating the nursing home rules on activities, and they liked the ideas in the report and are considering some of them.

Volunteerism Workgroup Reports

Each Workgroup Chair shared a summary of their draft reports with the SAC.

Workgroup #1—Positive Benefits for Senior Volunteers: Sara Damiano, Chair

The workgroup focused its report on the positive benefits of volunteering. The workgroup, with the assistance of SAC members, interviewed several unique volunteers from all 16 AAA regions and incorporated their photos and quotes from the volunteers. Sara urged the other workgroups to review the volunteer chart to possibly use some of the quotes in their report sections. The workgroup focused on physical and mental and emotional health, economic, civic engagement and intergenerational benefits. Guest speakers provided information from the Michigan Alliance of TimeBanks and the Michigan Association of Foster Grandparents and Senior Companion Programs. The workgroup is looking forward to getting more volunteer photos of those who were interviewed and to ensure that diversity is included.

Workgroup #2—Recruitment Techniques That Work: Dennis Brieske, Chair

Thanks to Workgroup #2 for all of their hard work and time put into report.

Findings:

1. Much local interest in the SAC's findings for the report. AAAs are very interested in seeing the final report.
2. There is a wealth of info on the internet.
3. Amazing experts were willing to share knowledge.
4. The most effective way to find a volunteer—in spite of technology--someone has to personally reach out.
5. Techniques to keep volunteers involved—testimonials by current volunteers – as well as photos, videos, social media.

Workgroup #3—Retention Strategies: Joseph Sucher, Chair

Thanks to all contributors.

Purpose: Research, identify, and report on the retention strategies thought to be critical. Members divided up websites, gathered information, summarized their findings, reported on them and then they were compiled. Interviews were held with the following experts:

- Jason Frenzel of the Huron River Watershed Council in Ann Arbor, Michigan, explained that a properly set up organization as well as the relationship with the volunteers is key. Managing volunteers as if they were employees and making the structure work like a profitable business (even though it isn't) is important. Emphasized that a volunteer coordinator needs to act and behave like a manager, which helps to keep volunteers happy.

- Peggy Harless, the Director of Senior and Volunteer Program with Catholic Social Services of Washtenaw County shared that volunteers need to know staff cares and listens to the concerns and needs of volunteers. It's important to know why they are there....in order to address them properly. If they aren't happy with the opportunity, they always have the option to just say no and walk out. Position descriptions need to list the duties to be sure everyone knows what to expect and also to match the person with the position.
- Cathy Sharp with the Corporation for National Community Service (CNCS)—Detroit Office explained that CNCS serves several million volunteers. In Michigan, 53 senior core volunteers give two million hours annually (seniors helping seniors). Recognition, appreciation, and acknowledging volunteers is very important along with matching skills with the volunteer position. Setting up promotional opportunities--choose leaders, supervisors, and maybe promote them to a paid coordinator position.

Karen Wintringham asked if we could add how to work with volunteers from various generations since they might need to be managed differently and need different incentives.

Workgroup #4—Places/Organizational Systems that Need Volunteers: Robyn Ford, Chair

Thanks to Workgroup #4 that spent much time trying to figure out exactly what their directive was. Connecting the who with the what. What's out there and how to let people know what's out there. The workgroup interviewed two hospital volunteer coordinators, a spokesperson for the veteran's administration and the American Red Cross about their use of volunteers.

Discussion and several suggestions were made:

- Vicki Laupp: Could we include links to the report to find out more about the volunteer opportunities?
- Charles Corwin: Can we highlight the Commissions on Aging since they need volunteers to do various duties such as rolling the silverware for congregate meal sites?
- Joseph Sowmick: It is very important to be as visual as possible in the report. Is there a way to compile QR codes and have them added as this is another way to make it more interactive?
- Karen Wintringham how could we share information across workgroups? Wendy White responded that we should share any other information with the chairs.
- Nicolette McClure really likes the way the reports are done. Workgroup #4's report will blend all three workgroups' organizational types.
- Karen Wintringham —be sure to use all reports.
- Sandy Falk-Michaels looked at the reports with fresh eyes and a tremendous amount of work has been completed. Question – who is our target--for seniors to volunteer or companies to have volunteers to help seniors? Touch on funding; it's important that businesses look at grants to provide coordination. We need to

make recommendations to the state – look at what the state is already doing. She thinks there is more that we haven't touched on. Great start, there are things we still need to work on.

- Patricia Rencher thinks we should define the audience and challenge. In general, the non-profit community doesn't understand how to get volunteers.
- Commissioner Briggs is impressed by thoughts and efforts going into this. Perplexed also as to who the audience is. Initially thought of those who want volunteers and those who want to volunteer and how do you connect them. It all boils down to people wanting to make a difference. The challenge is how to take a diverse topic and put it into a cohesive report.
- Commissioner LaTosch agreed with Commissioner Briggs and is very impressed with how much work has been happening. The target audience is both how can volunteers help nonprofits and how can seniors serve in the community. Is there any way to blend those two topics? Maybe addressing that intentional blending into the reports as a section.

Lunch

Overview of Goals for the Volunteerism Workgroups' Breakout

Session: Vice Chair, Wendy White

In order to make the afternoon breakout sessions more productive, each workgroup was provided an agenda to discuss the following:

- What did you like about the workgroup reports today and what do you think still needs to be tweaked?
- Brainstorm to determine what we are still missing in our report.
- What are your thoughts regarding the photos in our report, should we include more or less?
- Identify quotes that can be used throughout our report.
- Start thinking about a catchy report title.
- Should we consider using the template that Karen Wintringham suggested?
- Decide what key points should be included in your two-page summary for our meeting with the CSA in April.
- Set a deadline for any related follow-up by April 2, 2018

Reporting from Afternoon Breakout Session:

Workgroup 4 -- Robyn Ford and Kirk Lewis Presenters/Scribes

The workgroup is identifying what to do with all the information.

Commissioner LaTosch helped with suggestions to categorize the volunteer opportunities to make it more inclusive and recommended giving specific examples.

Workgroup #4 will hold a conference call on March 21, 2018, to work on the categories.

Workgroup 3 – Sandy Falk-Michaels, Presenter/Scribe

The workgroup will add the generational results, change some wording, and make sure the importance of the position descriptions needing to be specific to the volunteer is included.

Key points raised include:

- Challenge – businesses must be culturally ready for volunteers and willing to work with them and understand them.
- Volunteer coordinators must help make sure that corporate is on board and they are willing to engage as if they were regular employees. Not all volunteers are suited for every position. It is important to avoid volunteers with negative attitudes.
- Asked Workgroup 2 to help with the position descriptions (mention that volunteer coordinator should have a position description also.)
- Will take another look at the addendum and checklist and maybe condense and consolidate.
- Will also review the readability of the report and will look at fonts, etc.

Summary – message from group. Important: Volunteer coordinator, matching needed position skills with those of the volunteer, follow-up and communicate, reward, and ensure there is adequate support, training and acknowledgement.

Workgroup 2 – Lillie Williams-Grays, Presenter/Scribe

Plans to continue adding to their report with parks and services, and corporate requirements for volunteerism. Each workgroup member took an area to dig deeper. They will also look into funding, community foundations and other resources to fund recruitment efforts.

Summary

1. Most successful techniques include personal testimonies – use position description and provide proper orientation for volunteers.
2. Look at the Fair Labor Standard act.
3. Will use online tools to find out more information.
4. Suggested Names for the Report – Compassion to Action; Easy to Make a Buck, Harder to Make a Difference.

Workgroup #1 – Karen Wintringham Presenter and Wendy White Scribe

Sara Damiano is phenomenal as chair.

Executive summary – everyone liked it. Maybe the executive summary could also be utilized as a flyer to send to various organizations to get them interested in our Volunteerism report. This flyer would just represent a subset of the entire report. Sarah will pull together a two-page summary for the April meeting.

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Discussion:

- Reminder to other workgroups – please take from the interviews compiled in our report, they are from every region and the quotes can easily be incorporated into workgroup reports. We are still missing some photos (will try to get those).
- We should check into going to a foundation to see if they would help fund the report copies, so we can distribute in greater numbers.
- Ideas to get the SAC report to others – Reach out to community health boards and advisory councils and perhaps the SAC in other states?
- Robyn asked what app. they used for report--Picto-chart—a free app.)
- Joseph Sowmick –Offered his professional photography skills if each workgroup would like to include pictures. Joseph offered to take care of photos. If there are testimonials in our report, graphics are a great addition to them.
- Nicolette McClure– do we send our work to other state's agencies? Is there something we should send nationally--possibly a press release?
- When the report is final, we will work with Phil Lewis who will assist with promoting the report via various social media.
- Final thoughts raised by members included making sure the workgroups include tips on recruiting younger volunteers (See summaries from Workgroups 2 and 4).
- Members felt good about being involved in something that is making a difference and that the dialogue is better when the SAC meets face-to-face.
- Commissioner Briggs thanked the SAC for their hard work.

Wrap-Up: Chairperson Zamora & All

Commissioner Zamora thanked SAC members for all of the hard work and dedication.

Reminder: Next meeting is the Joint Commission and SAC meeting on April 20, 2018, at the South Grand Building where AASA's office is located-- 333 S. Grand Ave., Lansing. Note that the meeting starts at 9:00 am. More information will be sent to members related to parking and general directions to the meeting.

Chairperson Zamora adjourned the meeting at 2:35 p.m.

Next Meeting:

Commission on Services to the Aging and
State Advisory Council on Aging Joint Meeting
Friday, April 20, 2018 - 9:00 a.m. to 2:00 p.m.

Aging and Adult Services Agency
Michigan Department of Health and Human Services
333 South Grand Avenue, First Floor
Lansing, MI 48933